

<p style="text-align: center;">REQUEST FOR STATEMENT OF QUALIFICATIONS FOR ENTERPRISE ZONE THIRD-PARTY VOUCHERING AGENTS</p>

The Department of Housing and Community Development (HCD) is requesting a Statement of Qualifications from parties interested in performing as a third-party vouchersing agent (Agent) on behalf of the State in order to provide vouchersing services to qualified enterprise zone businesses in de-designated Enterprise Zones which are not engaging the services of a third-party vouchersing agent. Candidates must meet the threshold criteria (described below) in order to be eligible for HCD consideration. Those parties who are confident they meet the threshold criteria must submit a Statement of Qualifications (Statement) to HCD by June 6, 2014 to receive consideration for selection as a State appointed Agent. Once HCD confirms that the candidate meets the threshold criteria, their Statement will be reviewed and discussed with the candidate. Those Agents who meet the qualification standards will be identified as *eligible Agents* and listed on the Enterprise Zone wind-down section of HCD's website. HCD will coordinate the match of an eligible Agent with a de-designated Zone. Upon acceptance of this match, the Agent will be required to enter into a Memorandum of Understanding (MOU) with HCD.

A. Objective of the Qualification Review. The objective of the qualification review is to assess the capacity of the applicant to act as an Agent in terms of (1) handling application volume, (2) complying with vouchersing related regulations, (3) responding to HCD and voucher applicants, and (4) issuing timely voucher decisions.

B. Eligibility - Meeting Threshold Criteria. The following threshold criteria will be examined by HCD upon receipt of the application. The candidate must meet the following thresholds to receive HCD consideration of their Statement of Qualifications for selection as an eligible Agent.

If the candidate does not meet the threshold criteria, there will no further consideration of eligibility. Instead, HCD will notify applicants who did not meet threshold criteria within 5 business days of application receipt.

The Agent candidate must meet the following threshold criteria:

- Consistent compliance with timely submission of Remittance Reports. (Consistent compliance means Reports were received by HCD on or before the 25th of each month for the prior month's activity, at least 9 out of the past 12 months.)
- Consistent compliance with voucher application Fee submission to HCD. (Consistent compliance means that Fees were received by HCD on or before the 25th of each month for the prior month's activity, at least 9 out of the past 12 months.)
- A history/reputation for responsiveness to HCD requests during the past 24 months. (Based upon Program staff experience.)
- A history/reputation for timely turn-around of voucher applications (Based on history of complaints made to HCD via phone calls, e-mails, or other reports from businesses and consultants.)
- Favorable audit findings for vouchersing activity.

C. Scope of Services

Upon execution of an MOU, Agents will be expected to perform as an Enterprise Zone Third-party Vouchering Agent on behalf of the Department of Housing and Community Development. An MOU will outline the scope of services to be provided by Agents. Identification as an “eligible” agent does not guarantee an appointment as a Third-party Vouchering Agent.

D. Submittal Deadline

The Statement of Qualifications must be received by the Department by **5:00 PM on Friday, June 6, 2014**. Submissions may be made by FAX, Mail or E-mail.

Department of Housing and Community Development, DFA
ATTN: John Nunn
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Sacramento, CA 95833
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Phone: (916)274-0575 FAX: (916) 263-2765

E. Submittal Requirements

The candidate must submit one Statement of Qualifications. The Statement must be signed by a principal or officer of the candidate organization authorized to execute contracts on the applicant's behalf.

F. Additional Information

The Department reserves the right to request additional information, and to interview candidates to discuss their Statement of Qualifications.

G. Department Timeline

Receive Statement of Qualifications Deadline	June 6, 2014
Notify Candidates of Disqualification (non-eligibility)	June 13, 2014
Announce successful Third-party Agents to stakeholders	June 30, 2014

Statement of Qualifications
To perform as Third-Party Vouchering Agent for HCD

Instructions: If you meet the HCD prescribed threshold criteria for consideration of this Statement, describe your qualifications in narrative form using this template as a guide to the information which must be included. Return the completed document to HCD no later than June 6, 2014. Questions should be directed to John Nunn at (916)274-0575.

Organization: _____ **Contact:** _____

Address: _____

Email _____ **PH** _____

Demonstrating Capacity

- 1) What is the average number of applications received and processed in 2013?
- 2) What is the highest number of applications processed in any month in 2013?
- 3) How many applications could you process for another zone each month (in addition to current capacity)?
- 4) Describe current staffing for voucher application processing.
- 5) Describe Systems and Processes in use for accepting and evaluating applications.
- 6) Additional Comments (not required).

Demonstrating Level of Service

- 1) What can a voucher applicant currently expect in turn-around time on average?
- 2) What would your estimated turn-around time be at maximum capacity?
- 3) Do you have a written policy standard on turn-around time? ☐ Yes ☐ No
- 4) Is there a system in place for tracking turn-around time (application receipt to voucher decision/issuance)? ☐ Yes ☐ No
- 5) Please describe the system.
- 6) Additional Comments (not required).

Demonstrating Understanding of Regulatory Compliance

- 1) What fee do you currently charge for processing Voucher Applications? \$
- 2) What fee would you charge for Third-party voucher applicants? \$
- 3) Describe any issues that might impact your ability to comply with timely submission of Remittance Reports or Fees.
- 4) Additional Comments (not required).

Demonstrating Responsiveness/Customer Service

- 1) Is there a current procedure for timeframes or processes in responding to applicant inquiries? ☐ Yes ☐ No
- 2) Describe the procedure.
- 3) Is staff monitored or measured regarding responsiveness to applicant inquiries? ☐ Yes ☐ No
- 4) Describe monitoring or measurements.

MOU Execution

- 1) Would a jurisdictional resolution be required? ☐ Yes ☐ No
- 2) If presented an MOU for signature, how long would it take to get the required signatures?
- 3) Additional Comments (not required).

I certify that I have reviewed documents or other sources supporting this Statement of Qualifications as cited above and that to the best of my knowledge this information is accurate and complete.

Signature _____ **Date** _____

Print Name _____ **Title** _____